



JOB OPPORTUNITY

CALIFORNIA STATE DEPARTMENT OF INSURANCE

ASSOCIATE INSURANCE COMPLIANCE OFFICER

\$4,316 - \$5,247

CLAIMS SERVICES BUREAU

LOS ANGELES

MULTIPLE POSITIONS

RESPONSIBILITIES: Under direction, the Associate Insurance Compliance Officer assists consumers by independently obtaining and analyzing information in order to mediate and resolve complex claims related consumer complaints regarding all lines of insurance; identifies unfair claims practices violations of the California Insurance Code and related regulations, laws, statutes and, with the facts found to exist, recommends enforcement action when necessary; acts as a conciliator in complex disputes and misunderstandings in an attempt to reach an amicable resolution between insurer and insured; completes assigned special projects and other related duties as assigned.

DESIRABLE QUALIFICATIONS: Three years of experience in insurance claims adjusting or insurance consumer services; graduation from college with a bachelors degree is highly desirable, however, experience will be accepted in place of the college degree on a year-for-year basis. Candidates must have knowledge of insurance practices and the laws and regulations applicable to insurance, along with good analytical and verbal/written communication skills and ability to utilize standard computer software applications.

WHO MAY APPLY: Applications will be accepted from current State employees at the Associate Insurance Compliance Officer level, those within transfer range, or those with list eligibility. Training and Development Assignments may be considered. All applications will be reviewed; however, only the most qualified candidates will be interviewed. Applicants currently on SROA lists or employed by a surplus department are encouraged to apply. Surplus candidates must attach a copy of their letter. *All applicants must clearly indicate the basis of their eligibility (i.e. SROA, surplus, reemployment, reinstatement, transfer, list eligibility, or Training and Development Assignment) on the state application.*

APPLICATION PROCEDURE: Send a completed standard State of California application to Stephanie Brewer, Department of Insurance-Human Resources, 300 Capitol Mall, Ste. 1300, Sacramento, CA 95814. **PLEASE INDICATE "AICO #413-372-8562-XXX" ON THE STATE APPLICATION.** APPLICATIONS RECEIVED WITHOUT THE ABOVE INFORMATION MAY NOT BE CONSIDERED FOR REVIEW. For additional information, please call (916) 492-3411.

FINAL FILING DATE: **March 17, 2006 or until filled**

NOTE: **Interested individuals must submit their application in order to be considered for this position.**

DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD

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